

**From:** s 47 E(c)  
**Sent:** Tue, 7 Jul 2020 16:27:53 +1000  
**To:** s 47 E(c)  
**Cc:** s 47 E(c)  
**Subject:** Fwd: Social housing lockdown delivery implications  
**Attachments:** EMV security authorisation.pdf, ATT00001.htm

All further to previous advice

s 47 E(c)

Territory Manager  
Central Deliveries Vic Tas WA  
509 Williamstown Road Port Melbourne VIC 3207

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Begin forwarded message:

**From:** s 47 E(c)

**Date:** 7 July 2020 at 4:21:22 pm AEST

**To:** s 47 E(c)

s 47 E(c)

**Subject: FW: Social housing lockdown delivery implications**

Team,

One other point – Alcohol Delivery – there have been a number of emails as to whether we do these or not or whether they will be accepted and ultimately delivered.

At this point we will deal with it as another article Operationally to be delivered.

As you know there is a requirement to enter the last four digits of the ID sighted to confirm age at Delivery Point, in this instance that is not possible so instruct any staff that they can use CV19 and in the event they can't use Alpha and Numeric use 0019.

Finally signature remains COVID19.

Any queries call me before we start delivery activity tomorrow.

Thanks,

s 47 E(c)

General Manager - VIC/TAS/WA  
Deliveries  
133 - 169 Fairbairn Road Sunshine West VIC 3020

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

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From: s 47 E(c)

Sent: Tuesday, 7 July 2020 3:14 PM

To: s 47 E(c)

s 47 E(c)

**Subject:** FW: Social housing lockdown delivery implications

Team,

Refer below and attached.

We are to conduct Delivery activity tomorrow on all articles held at our DCs and PDCs.  
Please ensure the PDOs and Drivers delivering have the authorisation document on them.  
Note the deliveries are to be made to the Command Post so we should be asking for access to that area.

Please ensure that drivers practice all appropriate social distancing and hand hygiene as they normally would.

Finally unless I advise otherwise in the event articles require a signature I don't think it practical to be asking Emergency Services Personnel to sign for articles so at these delivery locations I am authorising the driver to scan and sign for the Article/s as COVID 19.

Please ensure this is done insitu at the command post because in the event of a disputed delivery we will want to be able to show the geo coded delivery location.

Any questions please call me.

s 47 E(c) – I have discussed with s 47 E(c) but can you call me re notifying merchants and CCC etc re how we will sign for delivery.

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From: s 47 E(c)

Sent: Tuesday, 7 July 2020 2:47 PM

To: s 47 E(c)

s 47 E(c)

Cc: s 47 E(c)

s 47 E(c)

**Subject:** RE: Social housing lockdown delivery implications

Hi All

Thanks to everyone for their time and input as we have worked to solve this issue.

I have been liaising with Greg Murphy who is head of Logistics at Emergency Management Victoria – he was involved in our initial Foodbank/Red Cross/Vic Govt conversations.

The solution he has proposed is as follows:

1. Command Posts have now been set up at the base of each of the Towers
2. All parcels/mail/deliveries will need to be sorted and labelled according to the name and Tower location of the resident.
3. Deliveries will be made to the Command Posts of the respective towers
4. A security pass/note will be provided to drivers so that they can access the locations to make the deliveries
5. The Command Post staff will take delivery and distribute to residents under Covid safety protocols.

s 47 – I have received the note of security clearance from EMV – please see attached for distribution to drivers.

s 47 E(c) will arrange a pick-up of anything being held at Flemington Post Office once the backlog is cleared from the delivery centre.

Hope this helps

s 47

s 47 E(c)

Community Partnerships Manager - Disaster & Literacy Lead  
Chief Marketing Office  
Level 14, 111 Bourke St MELBOURNE VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

**From:** s 47 E(c)

**Sent:** Tuesday, 7 July 2020 2:27 PM

**To:** s 47 E(c) s 47F @redcross.org.au

**Subject:** RE: Foodbank program & social housing lockdown delivery implications

Hi s 47

I'd reach out to Warwick Browne as he manages ESV who are coordinating the response

Thanks

s 47 E(c)

Key Account Executive  
Enterprise Strategic Accounts - South  
Level 17, 111 Bourke Street Melbourne VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

From: s 47 E(c)

Sent: Monday, 06 July, 2020 12:47 PM

To: s 47 E(c) s 47F [@redcross.org.au](mailto:s 47F@redcross.org.au)

Subject: Foodbank program & social housing lockdown delivery implications

Dear s 47 and Kate

Just touching base in relation to the Foodbank/Red Cross/EMV emergency relief boxes program in light of the lock-down of social housing towers, announced over the weekend.

Are we involved in delivering to impacted residents and if so, how is this happening in light of the 'no entry or exit' restrictions that are in place.

I am particularly keen to understand how this might be impacting our ability to deliver as we have a broader issue emerging relating to the delivery of mail and parcels to residents in these locations that I am trying to solve.

Australia Post does not directly deliver mail to the social housing towers eg. Flemington. The way people take possession of their mail is from the Flemington (or similar) post office.

The current situation raises a few issues for us and our ability to service the impacted residents:

- With lock down restrictions in place there is no way residents can visit the post office
- Australia Post is not able to access the buildings so is unable to deliver directly – even under a temporary arrangement
- There is a strong chance that people may increase their purchases via online channels at this time – which would mean an increased demand for postal services.

We are looking to identify a mechanism by which we can get people's mail and parcels to them. We wonder if there is any way we could potentially piggyback onto the Foodbank program (acknowledging that there would be a cross-referencing component that we would have to administer)?

Very keen to hear your thoughts

Many thanks, kind regards

s 47

s 47 E(c)

S  
Community Partnerships Manager - Disaster Lead  
Community Partnerships & Programs  
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